



GALTRES LODGE

HOTEL · RESTAURANT · BAR

## Galtres Lodge Hotel & Forest Restaurant

Covid-Safe Guest Information

VERSION 1 | 14TH JUNE 2020





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## **An introductory note from Chris and Rebecca...**

We hope everyone is well and has managed to find some positive moments during this difficult time. From gardening to baking, exercise or online courses, and of course all the many people who have continued working - we've loved hearing how everyone has been getting on for the past few months.

From our side, we have been mostly closed since the government instruction at the end of March, however we kept some hotel bedrooms open for key workers as we wanted to do what little we could for the residents and visitors to York. The demand for this was low (which we saw as a good thing) and so we used the time to complete a lot of refurbishment instead: We concentrated on the public areas, as these have been difficult to tackle when open; and as a result the bar has moved to the far end of the restaurant, and we have a new dedicated reception area for hotel guests. These changes will help us manage social distancing, as we're sure that some of you might remember the crowding that used to happen when hotel check-in took place at the bar near the door.

We have also launched a takeaway service, and this will continue when the restaurant is open, to hopefully top-up any loss in sales from reducing the number of tables available in our restaurant.





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With regards to re-opening, we plan to do this as soon as we're allowed (target Saturday 4th July 2020). Our risk assessments have been made following the government guidance for the different parts of the business. We have used the HSE (Health & Safety Executive) template, which we didn't feel went in to enough detail for our dynamic business, so we also have also created detailed "guest journeys" for hotel stays and restaurant visits, with step-by-step procedures for every moment of time from guest arrival to departure. These have formed the basis of our staff training.

Chris and I feel strongly that a huge part of what we offer is the service. We are really keen that this part of what makes us special should not be heavily impacted by the extra measures that we have put in place to ensure that we are Covid-safe. Our risk assessment is detailed, but at its core is the fact that WE will worry about cleanliness, safety, social distancing, and everything else that matters in these strange times. If you choose to visit us, you deserve to enjoy yourself, and we still want to offer a great meal out, or a fantastic stay, just like we did before Covid-19. Things might take a little more time, as we have doubled our (already pretty robust) cleaning measures, and of course we now wash or sanitise our hands after touching every single item that we make or serve to you, but that just gives you more time to relax and enjoy the experience!

We really do hope to see you soon!

From Chris & Bex x





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## Hotel Stays...

- A detailed hotel “guest journey” has been created to highlight any areas where additional measures are required to be Covid-safe.
- We now have a dedicated Hotel Reception, which means that hotels guests have their own entrance, and no longer have to check-in at the bar, minimising the risk of a queue forming whilst waiting to check-in.
- Signage will be placed at Hotel Reception to help guests maintain social distancing.
- As just a 12 bedroom hotel, there is rarely a queue of hotels guests all arriving at once, but we have made an addition to our pre-arrival email to ask for an estimated arrival time to help us manage this.
- In the unlikely event that there is a queue to check-in, we can safely accommodate 2 groups of guests in the Reception area, and we will kindly ask that a third group wait outside for the short amount of time it takes to complete a check-in.
- Check-in and check-out can be completed at a distance, as the Reception desk forces space between the Receptionist and guests. We will ask you to sign a registration form, which you can sign using your own pen, or using a pen that we provide which we will sanitise between uses. We will also have hand sanitiser and disinfectant wipes available on Reception for guests to use at any time.
- We endeavour to show all guests to their rooms, which we can do at a distance, and we will not enter the guest room. We will offer this service in case any guest would prefer not to be accompanied.
- Bedroom keys will be sanitised between uses, and we have temporarily waived the requirement for guests to leave their room key at Reception when they leave the hotel to avoid multiple people handling the key.
- We offer a daily housekeeping service, but we will confirm this with guests on check-in in case they would prefer that we do not to enter their room during their stay.
- The breakfast buffet will no longer be available, but all items from the buffet will be available to order from your server.
- Most breakfast items will be available as room service or takeaway if you prefer to avoid the restaurant. There are no additional charges for either of these services.



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## Bedroom Housekeeping...

- We have implemented even more rigorous housekeeping procedures, doubling the time allocated to service a bedroom to avoid rushing and allow for additional deep-cleans of high traffic areas (door handles, TV remotes, etc).
- We will continue to use approved cleaning products to sanitise all areas of the hotel, our Evans "Est-eem" cleaner sanitiser beats European Standard Test Methods, including "EN 1276" (one of the most common test methods for disinfectants and sanitisers).
- We will continue to use our professional laundry company to wash all linens and towels in excess of 60 degrees.
- Some high-touch guest amenities will be replaced with single use items to minimise cross contamination (tea, coffee, sugar, milk portions).
- We will continue to offer individual guest amenities such as shampoo, conditioner, body wash, body lotion, and soap. Guests are welcome to take these home with them, or they will be discarded after each stay.
- All crockery and glassware will have been washed and sanitised in our catering dishwasher / glasswasher between guests – even if it does not appear to have been used.





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## Public Areas Housekeeping...

- This responsibility has now been assigned to Housekeeping (it was previously part of the front-of-house team responsibilities), to allow for additional time to be allocated to cleaning. Special attention will be given to high-frequency touch points such as door handles and banisters.
- Hand sanitiser and disinfectant wipes will be available in several locations (eg outside the restrooms) for guests to use at any time.
- Signage will be placed in restrooms to recommend that guests use the paper towels provided to turn off taps, and open doors. With a bin outside to discard the towel.





## Forest Restaurant...

- A detailed restaurant “guest journey” has been created to highlight any areas where additional measures are required to be Covid-safe.
- We now have a dedicated Hotel Reception, which means that hotels guests no longer need to use the Restaurant entrance, reducing the risk of a queue.
- We recommend that tables are reserved in advance to avoid having to queue for a table.
- If a table is not reserved in advance, and guests arrive as a “walk-in”, then we ask that the first group in the queue wait at the welcome desk. A second group in the queue can wait inside the doorway (2 meters apart and also separated by the internal door), and a third group will be asked to wait outside until the queue clears.
- Signage will be placed at the Restaurant entrance to help guests maintain social distancing.
- If a queue does form, then our goal is to disperse the queue as soon as possible by (a) seating guests at a table, or (b) taking a name and number to call you as soon as a table is ready. We kindly ask that you do not wait on-site or immediately outside, but go for a short walk and enjoy York until your table is ready.
- Once you are seated, we endeavour to be at your beck-and-call to bring you menus, drinks, the bill etc, to avoid any breach of social distancing. Rather than going to the bar or till, please remain seated and let us look after you.
- Tables will be spaced appropriately to allow room between tables for social distancing.
- Menus and drinks lists will be laminated and sanitised between uses. Alternatively, they will also be available on our website for you to view on your own phone or device.
- Hand sanitiser and disinfectant wipes will be available on the bar and at the welcome desk for guests to use at any time.
- The breakfast buffet will no longer be available, but all items from the buffet will be available to order from your server.



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## Employee Wellbeing...

- As was mentioned in Chris and Rebecca's introduction, a large part of what we offer is the hospitality and service provided by our team, and we are dedicated to ensuring their mental and physical wellbeing as we ask them to return to work.
- A full team briefing will happen before we re-open the hotel and restaurant, to communicate and train all employees on the new order of service and additional cleaning and sanitisation requirements.
- The guest journey documents will form the basis of employee training.
- Based on government guidance and substantial research, the company is not recommending the use of face masks, or any additional PPE above what was already in use prior to Covid-19 (eg aprons and gloves for raw meat handling, gloves for housekeepers).
- Kitchen staff will continue to arrive to work in their own clothes and change into their uniform on-site. Chef and Kitchen Porter uniforms will be washed on site at temperatures in excess of 60 degrees.
- Restaurant staff will be provided with an apron to wear during service, which will be washed on site between each use.
- Additional handwashing procedures have been implemented for all staff.
- Employees will be assigned "zones" for during their shift, to ensure social distancing between staff.
- Restaurant orders are taken on iPads. Employees will be assigned their own device on each shift to avoid cross-contamination.
- Staff will be trained on service techniques to reduce any breaches of social distancing between staff and guests. Where social distancing must be breached (eg when serving food), this will not be face-to-face, but side-to-side.

